



11-22-05

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21 November 2005

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Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Re: ***Method for Reducing Processing and Improved Remote  
Monitoring of Call Center Activities***

Examiner: **Bui, Bing Q**  
Serial No.: **10/766,737**  
Filing Date: **January 28, 2004**

Art Group: **2642**  
Confirmation No.: **2841**  
Inventors: **Jerijian et al**  
Attorney Docket No.: **7001.61**

Dear Sir:

Enclosed please find the completed applicant's response to 1sr Office Action and an amendment

Please charge any deficient amounts to cover any miscalculation to our Account No. 16-0315 and notify us of the reason and amount if there was a deficiency.

A self-addressed stamped postcard is inclosed, please affix the Office Stamp upon receipt of the enclosed and return it to us to evidence your receipt of the enclosed response.

Very truly yours,



Michael L. Parks

Registration No. 26,782

Enclosures

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class express mail in an envelope addressed to the Commissioner of Patents and Trademarks, Washington, DC 20321 on this the 21<sup>th</sup> day of November, 2005.

  
Michael L. Parks

21 Nov 05  
21<sup>th</sup> day of November 2005



**CERTIFICATE OF MAILING 37 C.F.R. 1.8(A)**

I hereby certify that this correspondence is being deposited with the United States Postal Service as 1<sup>st</sup> Class Express Mail in an envelope on the date indicated, addressed to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313.

21 Nov 05  
Date

Michael Baker  
NAME

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:	)	
Jerijian et al	)	Confirmation No. 2841
	)	
Serial No.: 10/766,737	)	Examiner: Bui, Bing Q
	)	
Filed: January 28, 2004	)	Group Art Unit: 2642
	)	
For: <i>Method for Reducing Processing</i>	)	Attorney Docket No. 7001.61
<i>and Improved Remote Monitoring</i>	)	<b><i>SMALL ENTITY</i></b>
<i>of Call Center Activities</i>	)	

**AMENDMENT AND RESPONSE TO OFFICIAL ACTION**  
**OF AUGUST 23, 2005**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Official Action which was given a MAILING DATE of August 23, 2005 and for which a SHORTEN STATUTORY PERIOD FOR REPLY WAS SET to expire in 3 months, please enter the following timely filed Amendments to the Claims without prejudice as follows: